

## Checklist for Training a New Certifier

Staff Name: \_\_\_\_\_ Start Date: \_\_\_\_\_

List All WIC Duties: \_\_\_\_\_

### Overview

The following checklist indicates the required training for a certifier. Per the Idaho WIC Program Policy Manual Ch. 8, any staff member that is cross-trained must ensure all applicable training is completed for the duties related to WIC. If a Certifier performs job duties for other positions in WIC, appropriate training checklist(s) should be completed. If additional pages are needed for training or observations, please use the universal checklist pages and attach the position checklist for your records. These are the minimum requirements; staff are encouraged to continue training in various WIC areas related to their role as time allows.

### Phase I: Basic Skills

Completing the following training in the order provided and by the timeframe specified below is recommended; however, the local agency may choose to train in a shorter timeline. Once completed, record the date and have your trainer initial next to the date confirming its completion.

**Phase I is required training to be completed within the first 6 months.** The hours listed below include the time it may take to complete the online course, guidebook and related activities. Not all topics have a guidebook and online course (see *type*). The QRCs identify how many total documents are within each section/folder in order to complete it. All LMS materials such as Guidebooks, Activities Workbook, QRCs and supplemental documents can be found on the Idaho WIC website under the *Training* section.

Type of Training Resource	Training Resource Title	Recommended Timeframe to Complete	Hours	Notes	Date Complete & Trainer Initials
<b>Phase I: Basic Skills</b>					
Guidebook	Overview	1 week	2	Complete prior to other courses	
Guidebook	Confidentiality	1 month	1-2	IWPPM Ch.1, Section C <i>Applicant Records</i> , Confidentiality Agreement, Agency Department HIPAA training/policy	

PowerPoint	Civil Rights	1 month	1-2	Idaho WIC Civil Rights PowerPoint	
Policy Manual & Form	Employee Duty Restrictions	1 month	1-2	IWPPM Ch.2, Section D & Conflict of interest form	
Guidebook	Eligibility	1 month	3-5		
Online Course & Guidebook	Anthropometrics	1 month	4-6	Complete prior to taking measurements	
Guidebook	Hematology	1 month	3-5	Complete prior to doing lab work	
Guidebook	Health and Nutrition Assessment	1 month	N/A		
Online Course & Guidebook	PCE	1 month	20-30	Complete modules 1-9 from this course	
Guidebook	Referrals	3 months	2-3		
Guidebook	Food Packages	3 months	2-4		
Guidebook	Issuing WIC Checks	3 months	2-4		
Online Course & Guidebook	Basic Nutrition	3 months	4-6		
Guidebook	Care Plans	3 months	3-5		
Online Course & Guidebook	Breastfeeding Nutrition	6 months	4-7		
Online Course & Guidebook	Customer Service/Communication	6 months	3-6		
WISPr QRC	Add a Family/Participant (2 QRCs total)	6 months	N/A	Complete QRCs after Guidebooks and Courses	
WISPr QRC	Certification (New Participant) (6 QRCs total)	6 months	N/A		
WISPr QRC	Certification (Existing Participant) (6 QRCs total)	6 months	N/A		
WISPr QRC	Health Assessment (5 QRCs total)	6 months	N/A		

WISPr QRC	Assign Food Packages (5 QRCs total)	6 months	N/A		
WISPr QRC	Check Printing/Voiding Checks (3 QRCs total)	6 months	N/A		
WISPr QRC	Health Screen (3 QRCs total)	6 months	N/A		
WISPr QRC	VOC/Transfer Families and Participants (5 QRCs total)	6 months	N/A		
WISPr QRC	Miscellaneous Functions (6 QRCs total)	6 months	N/A		
WISPr QRC	WISPr QRC scenarios (8 QRCs total)	6 months	N/A		

## Phase II: Advanced Skills

Completing the following training in the order provided and by the timeframe specified below is recommended; however, the local agency may choose to train in a shorter timeline. Once completed, record the date and have your trainer initial next to the date confirming its completion.

Phase II includes advanced skills. This training is required to be completed within the first 12 months unless otherwise stated. Once completed, record the date and have your trainer initial next to the date confirming its completion.

Type of Training Resource	Training Resource	Recommended Timeframe to Complete	Hours	Notes	Date Complete & Trainer Initials
<b>Phase II: Advanced Skills</b>					
Observation of Experienced Staff	Observe at least two different WIC breastfeeding classes	6 months	N/A		
Observation of Experienced Staff	Observe a one-on-one breastfeeding consult with one of your agency's breastfeeding experts	6 months	N/A		
Online Course & Guidebook	Baby Behavior	6-12 months	4-6		
Online Course & Guidebook	Child Nutrition	6-12 months	3-6		

Online Course & Guidebook	Prenatal Nutrition	6-12 months	4-7		
Online Course & Guidebook	Postpartum Nutrition	6-12 months	3-4		
<i>Loving Support Through Peer Counseling Curriculum</i>	If available, attend Peer Counseling training	6-12 months	N/a	Not required, but highly recommended	
Breastfeeding Training Program	Certified Lactation Counselor (CLC) course, Certified Lactation Educator (CLE) course, or other approved advanced breastfeeding training course.	12 months	30-40	Not required, but highly recommended as funding permits, if no previous advanced breastfeeding training has occurred.	

## Observations

The following recommended timeframe outlines what competencies the **Training Lead** must observe to confirm skills from phase I or II are adequate. Each observation should be completed at different appointments. There should be variety of categories observed.

Observation Checklist for New Certifier				
Type of Observation	Competency	Recommended Timeframe to Observe	Date Observed	Training Lead Initials
Hematology & Anthropometrics	Performs accurate height and weight collection for various categories and hemoglobin or hematocrit.	1 months		
Assigning & Issuing Benefits	Performs accurate food package assignment, check issuance/printing	2 months		
Referrals	Gives federally required written and verbal referrals (Medicaid/CHIP, SNAP, TANF, SA). Other applicable referral as appropriate.	3 months		
Certification (From Start To Finish)	Performs a complete certification(s), demonstrating ability to adequately accomplish all required parts of a certification (Coordinator/RD uses the <i>LA Observation Form</i> located under <i>Staff, Coordinators, LA Self-Monitoring, LA Observation Form</i> ).	4-6 months		

Follow-Up Nutrition Education Contact	Spends enough time providing education. Information is accurate and meets the interests or concerns of the participant/responsible adult. Uses participant-centered techniques (OARS: open-ended questions, affirmations, reflections, summarizations). Follows up on previous goal (if set) and/or works with the participant to set a new goal or discuss ways to meet a previous goal that hasn't been achieved.	6 months		
Breastfeeding woman requesting formula	Provides accurate education and support for breastfeeding women requesting formula. Utilizes the <i>Idaho WIC Mother &amp; Infant Food Issuance Grid</i> to assess breastfeeding and formula needs and to issue the minimum amount of formula needed. Schedules appropriate follow-up appointments with breastfeeding specialist as needed.	6 months		
Nutrition Education and/or Breastfeeding Class. All classes that the staff member will teach should be observed.	The class is interactive; the staff member facilitates participants sharing concerns, knowledge and experiences. The staff member is a supportive group leader and uses participant-centered techniques (OARS: open-ended questions, affirmations, reflections, summarizations). Class utilizes relevant supportive training and education materials such as videos, handouts and visual aids. The audio-visuals properly reinforce presented information. Staff facilitates consideration of how attendees will use the information in their individual lives (next steps). Classes are appropriate for the participant in terms of preference, category, risk and cultural suitability.	12 months		